

**Table 1080. On-Time Flight Arrivals and Departures at Major U.S. Airports: 2010**

[In percent. Quarterly, based on gate arrival and departure times for domestic scheduled operations of U.S. major airlines. All U.S. airlines with 1 percent or more of total U.S. domestic scheduled airline passenger revenues are required to report on-time data. A flight is considered on time if it operated less than 15 minutes after the scheduled time shown in the carrier's computerized reservation system. See source for data on individual airlines]

Airport	On-time arrivals				On-time departures			
	1st quarter	2nd quarter	3rd quarter	4th quarter	1st quarter	2nd quarter	3rd quarter	4th quarter
<b>Total, all airports</b> .....	<b>77.9</b>	<b>80.5</b>	<b>81.0</b>	<b>79.6</b>	<b>79.5</b>	<b>81.8</b>	<b>82.1</b>	<b>80.6</b>
Atlanta, Hartsfield .....	75.8	79.5	78.9	80.6	78.0	80.1	78.5	79.6
Boston, Logan International .....	70.4	81.7	77.7	75.3	77.2	84.9	82.2	80.0
Baltimore/Washington International .....	74.3	81.6	81.3	81.2	71.1	78.0	77.0	75.1
Charlotte, Douglas .....	79.3	84.9	83.2	84.0	79.9	84.6	83.5	85.4
Washington, Reagan National .....	74.6	80.2	79.5	82.1	78.7	84.4	83.4	85.6
Denver International .....	83.4	82.5	85.1	83.5	80.4	79.7	80.9	80.1
Dallas-Fort Worth International .....	78.6	80.6	81.9	87.5	75.4	77.1	78.3	84.6
Detroit, Metro Wayne County .....	76.0	77.5	78.2	79.3	77.1	77.4	78.2	80.8
Newark International .....	65.9	76.0	76.0	69.5	70.1	78.7	78.9	76.0
Fort Lauderdale-Hollywood International .....	73.5	82.8	79.7	78.0	75.3	82.5	82.0	79.2
Washington/Dulles .....	74.0	82.7	82.6	84.1	76.1	82.9	83.9	85.2
Houston, George Bush .....	80.7	80.9	81.3	86.3	81.5	83.3	82.0	86.1
New York, JFK International .....	70.8	77.2	76.1	74.9	73.1	76.1	73.6	76.3
Las Vegas, McCarran International .....	84.3	82.7	84.5	78.9	81.0	80.3	81.1	74.5
Los Angeles International .....	83.1	82.6	82.9	78.1	83.2	83.3	83.9	79.2
New York, La Guardia .....	69.7	77.8	74.5	72.4	76.2	83.6	81.0	80.0
Orlando International .....	75.8	83.8	81.8	81.8	76.7	82.8	81.9	82.6
Chicago, Midway .....	79.4	81.2	83.4	77.0	70.6	72.0	74.5	63.2
Miami International .....	73.6	76.5	78.1	83.5	71.6	73.8	75.2	82.0
Minneapolis-St. Paul International .....	81.0	77.8	79.4	76.3	80.4	80.6	79.4	78.6
Chicago, O'Hare .....	76.4	73.5	81.5	80.4	75.9	74.1	80.4	79.7
Portland International .....	86.2	84.9	84.9	78.9	89.3	89.5	88.9	83.2
Philadelphia International .....	69.8	81.3	81.3	79.5	74.5	83.6	82.6	80.7
Phoenix, Sky Harbor International .....	86.1	86.5	87.3	80.7	83.8	84.5	85.0	80.1
San Diego, Lindbergh Field .....	83.6	82.5	84.2	75.8	83.4	85.2	85.7	77.2
Seattle-Tacoma International .....	87.0	87.0	85.6	80.9	89.5	89.8	88.0	84.7
San Francisco International .....	68.9	73.2	73.6	69.4	73.1	77.5	77.4	73.3
Salt Lake City International .....	85.8	85.0	84.0	75.7	88.0	87.0	85.5	79.1
Tampa, Tampa International .....	77.0	83.2	81.7	82.0	78.6	84.3	83.6	83.4

Source: U.S. Department of Transportation, Aviation Consumer Protection Division, *Air Travel Consumer Report*, monthly. See also <<http://airconsumer.ost.dot.gov>>.

**Table 1081. Consumer Complaints Against U.S. Airlines: 1990 to 2010**

[Calendar year data. Represents complaints filed by consumers to the U.S. Department of Transportation, Aviation Consumer Protection Division, regarding service problems with air carrier personnel. See source for data on individual airlines]

Complaint category	1990	2000	2004	2005	2006	2007	2008	2009	2010
<b>Total</b> .....	<b>7,703</b>	<b>20,564</b>	<b>5,839</b>	<b>6,900</b>	<b>6,452</b>	<b>10,960</b>	<b>10,643</b>	<b>8,821</b>	<b>10,985</b>
Flight problems <sup>1</sup> .....	3,034	8,698	1,462	1,942	1,845	4,097	3,247	2,041	3,336
Customer service <sup>2</sup> .....	758	4,074	742	800	870	1,214	1,333	1,103	1,344
Baggage .....	1,329	2,753	1,085	1,586	1,400	2,154	2,081	1,607	1,937
Ticketing/boarding <sup>3</sup> .....	624	1,405	637	679	708	1,136	1,404	1,583	1,510
Refunds .....	701	803	376	530	485	745	803	669	730
Fares <sup>4</sup> .....	312	708	180	219	173	315	389	436	465
Disability <sup>5</sup> .....	(NA)	612	467	430	368	428	474	519	572
Oversales <sup>6</sup> .....	399	759	263	284	275	420	432	370	544
Discrimination <sup>7</sup> .....	(NA)	(NA)	96	100	90	82	115	131	143
Advertising .....	96	42	41	45	30	34	39	53	77
Tours .....	29	25	( <sup>8</sup> )	( <sup>8</sup> )	( <sup>8</sup> )	( <sup>8</sup> )	( <sup>8</sup> )	( <sup>8</sup> )	( <sup>8</sup> )
Animals .....	(NA)	1	3	3	3	7	5	5	8
Smoking .....	74	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )
Credit .....	5	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )
Other .....	342	684	487	282	205	328	321	304	319

NA Not available. <sup>1</sup> Cancellations, delays, etc., from schedule. <sup>2</sup> Unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers. <sup>3</sup> Errors in reservations and ticketing; problems in making reservations and obtaining tickets. Includes disability complaints prior to 1998. <sup>4</sup> Incorrect or incomplete information about fares, discount fare conditions, and availability, etc. <sup>5</sup> Prior to 2000, included in ticketing/boarding. <sup>6</sup> All bumping problems, whether or not airline complied with DOT regulations. <sup>7</sup> Allegations of discrimination by airlines due to factors other than disability, such as race, religion, national origin or sex. <sup>8</sup> Included in "Other" beginning 2002. <sup>9</sup> Included in "Other" beginning 2000.

Source: U.S. Department of Transportation, Aviation Consumer Protection Division, *Air Travel Consumer Report*, monthly. See also <<http://airconsumer.ost.dot.gov>>.